

CITY OF MILPITAS
REVISED: Dec 1992
Oct 2005
EFFECTIVE: 8/14/88
EEOC: Technician
FLSA: Non-exempt
UNIT: MPOA/Communications

COMMUNICATIONS DISPATCH SUPERVISOR

DEFINITION

To serve in a first line supervisory capacity within the Communications Center; to supervise, schedule, train and evaluate assigned personnel; to receive incoming calls for police or fire assistance and dispatch necessary units; and to perform the more complex duties within the Emergency Communications Center.

DISTINGUISHING CHARACTERISTICS

This is the first line supervisor level of the Communications Dispatcher series and is distinguished from the Communications Dispatcher by the supervision of the activities of an assigned shift and the performance of the more complex duties and responsibilities of the Emergency Center. Positions within this class provide supervision to assigned staff within the Center, and assume responsibility for some of the administrative tasks relative to the operation of the Center.

SUPERVISION RECEIVED AND EXERCISED

- Receives direction and general supervision from the Technical Services Commander.
- Exercises direct supervision over assigned Communications Dispatchers.

EXAMPLES OF DUTIES - Duties may include, but are not limited to, the following:

Supervise, schedule, and coordinate the activities of an assigned shift within the Communications Center.

Prepare work schedules to provide for adequate coverage on all shifts; prepare vacation, leave, and overtime schedules.

Implement and interpret operating procedures and submit recommendations for change.

Conduct and coordinate the training of new dispatch personnel and prepare weekly evaluations of their progress.

CITY OF MILPITAS
Dispatch Supervisor (Continued)

EXAMPLES OF DUTIES

Perform the emergency and non-emergency dispatching of public safety personnel as needed.

Perform a variety of record keeping, filing, indexing and other general clerical work including data input and retrieval necessary to the communications function.

Prepare special reports and studies as requested.

Evaluate assigned personnel.

Provide on-going training to assigned personnel in terms of City policies, procedures, rules and regulations.

Train new personnel in the communications functions and the operation of the Emergency Communications Center.

Order supplies and maintain proper inventory levels.

Perform related duties as assigned.

QUALIFICATIONS

Knowledge of:

Principles of supervision, training and evaluation.

Public safety radio and telephone operations.

Emergency communications and computer terminal operation.

Department regulations pertaining to the dispatch of personnel and emergency equipment.

Ability to:

Remain calm in emergencies and think and act quickly and with good judgment.

Communicate effectively, orally and in writing.

Exercise independent judgment and work with a minimum of supervision.

Plan, organize and review the work of assigned personnel.

Provide in-service training for assigned staff.

CITY OF MILPITAS
Dispatch Supervisor (Continued)

Ability to:

Supervise, train and evaluate assigned staff.

Type at a speed of 35 net words per minute.

Establish and maintain effective work relationships with City staff and the general public.

Work various shifts including nights, weekends, and holidays as assigned.

EDUCATION AND EXPERIENCE

Education: Equivalent to the completion of the twelfth grade.

Experience: Two years of increasingly responsible experience as a public safety dispatcher.

CERTIFICATE

Possession of and ability to maintain a POST Basic Dispatch Certificate.

SPECIAL REQUIREMENTS:

Essential duties require the following physical abilities and work environment:

General office environment; sit and/or stand for long periods of time, repetitive keyboarding; reach, squat, lift, and carry up to 25 pounds; able to travel to various locations within and outside the City of Milpitas.

Approved by:

City Manager

Human Resources Director

Date

Date